

Clerical and Office Branch
General Clerical Group
Training Series

TRAINING TECHNICIAN/INSTRUCTOR

03/00 (LBT)

Summary:

Under general supervision, assess need for, coordinate and schedule employee training courses.

Typical Duties:

Assess need for employee training programs. Involves: meeting with management to identify specific training needs; assist in development of an annual training program that documents the courses to be taught, a brief description of the course content, length and proposed attendees, and the approximate date(s); arranging for instructors and training locations; identifying courses that will be taught by outside instructors and making appropriate arrangements; developing training outlines and other instructional materials; evaluating the usefulness of available audiovisual support materials.

Conducts recurring and mandatory training as principal instructor. Involves: developing lesson plans; identifying and enrolling participants, conducting recurring training such as, Defensive Driving, weapons or baton certification; conducting mandatory training such as, investigative topics, family violence, juvenile and sexual harassment; providing feedback on attendance compliance and appraising training sessions by means of employee and supervisor questionnaires.

Coordinate employee training programs. Involves: implementing programs to ensure training needs are evaluated, and needed courses are prepared and conducted; maintaining files of all relevant training courses that are available from outside sources, with special emphasis on training available from local sources, such as colleges and vocational institutions; conduct some training sessions on an occasional basis; arranging for sign-ups for all courses; maintaining lists of attendees, and notifying attendees and their supervisors of any changes in dates and locations; ensuring courses are taught as scheduled, and staff participation is appropriate; appraising training sessions by means of employee and supervisor questionnaires, as well as interviews; assist in modifying training program content as necessary; maintaining inventory of training materials and audiovisual support items; maintaining employee training records.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers, as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for miscellaneous projects or activities overseen by higher graded non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports; delivering and picking up documents; driving City vehicles in the normal function of job duties; keeping tools, equipment and work area orderly, safe and clean.

Minimum Qualifications:

Training and Experience: Graduation from high school or G.E.D. plus four (4) years experience in an office environment involving public contact, or a teaching or training environment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of: office procedures and equipment; PC operations; database software. Some knowledge of: principles and practices of industrial education; methods and procedures of industrial training; practices and procedures of conducting training needs assessment; charting and trending analysis.

Ability to: prepare reports and maintain records; enter detailed information accurately; detect data errors; proof, record, break down, organize and summarize details; process a high volume of work accurately to meet strict deadlines while confronted by interruptions; read and interpret documents; follow instructions in written and oral, form; solve common, practical problems by considering a variety of variables; communicate effectively orally and in writing to prepare routine reports and correspondence or to discuss activities; assist in preparation of appropriate training courses; organize training materials; assemble courses of instruction; ability to establish and maintain effective working relationships with fellow employees, officials and the general public in order to coordinate activities and render service.

Skill in safe operation and care of: personal computer or network workstation, generic business productivity software, office machines and equipment such as typewriters, calculators, copy machines, automated and computerized storage and retrieval systems, fax machine, word processors, computers systems equipment, operating data entry equipment; using database software.

Physical Requirements: Frequent sitting for long periods of time. Occasionally moving heavy objects (averaging up to 50 pounds).

Special Requirements: Subject to: working weekends, holidays, mandatory overtime.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

Director of Personnel

Department Head

OFFICIAL